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September 23, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 Twelfth Street, S.W.
Washington, DC 20554

Re: WideOpenWest Cleveland, LLC
WideOpenWest Illinois, LLC
WideOpenWest Michigan, LLC
WideOpenWest Ohio, LLC

SUBSCRIBER ACKNOWLEDGEMENT REPORT SEPTEMBER 22, 2005
WC Docket No. 05-196

Dear Ms. Dortch:

In accordance with the August 26, 2005 Public Notice issued by the Enforcement Bureau in the referenced docket ("*Public Notice*"), the following sets forth WOW!'s Subscriber Acknowledgement Report (as of September 22, 2005) for each of the entities identified above.

- **Quantification of Affirmative Acknowledgement from Subscribers**

As disclosed in our prior reports, WOW! has been in compliance with the requirements of the original E911 Order from the inception of its phone service offering. Nevertheless, WOW! has provided to each of its customers on multiple occasions and utilizing multiple forms of delivery E911 Limitations Advisories—to the point where WOW!'s customers are expressing confusion, profound frustration and dissatisfaction with the entire process. In response to our latest round of notices, our customers have said this:

"I'm ready to change services over this—calls, mail, Internet. ALL PAIN!" Kent M., Dearborn Heights, MI

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“The first thing I checked when I first subscribed was the 911 connection. It has worked just fine from the first day. Why do you keep sending me these [notices].” Arthur R., Schaumburg, IL

“I get it!! But with a letter, a phone call, and now this, I’m beginning to wonder.” Lisa B., Troy, MI

“For the 5th time YES I UNDERSTAND!” Jaylene A., Canal Winchester, OH

“Poor customer service. The threatening letter [WOW told customers that service would be disconnected per the FCC Order if customers did not respond] was unnecessary; especially given that an explanatory letter had already been received.” Doug J., Columbus, OH

“You are the most stupid people I’ve ever dealt with. I sent you a card, then you had some Hindo call me from Bombay to accept, then you put a pop-up on my computer to make me accept and now one more card! You are all idiots. I’m changing to Comcast.” Sherburn T., Naperville, IL

“For the 100th time, I got it.” Anthony D., Clinton Township, MI

“I really don’t give a [expletive] about 911 or E911. Stop bothering me.” Robert B., Eastpointe, MI

“I have received the E911 Advisory more times than I care to even think about!!!” Bill M., North Olmstead, OH

“I have already responded by U.S. Mail and by email. How many times must I say the same, must I sign the same, thing?” Charles L., Arlington Heights, IL

“How many times must I give you acknowledgement! 1. First letter 2. on-line 3. This postcard.” Richard B., Mount Prospect, IL

As of the date of this Report, approximately 89% of WOW!’s pre-July 29, 2005 phone customers¹ have provided an additional affirmative acknowledgement that they have read and understood the E911 Limitations Advisory sent to them by WOW!. While WOW!’s efforts continue to generate affirmative acknowledgements, the “rate” of our receipt of new affirmative acknowledgements from our pool of pre-July 29, 2005 customers has slowed to a virtual trickle

¹ As of July 29, 2005, WOW! revised its work order in a way that very clearly requires our customers to acknowledge receipt and understanding of the E911 Limitations Advisory, and so our present efforts are focused upon those persons who were WOW! customers before July 29, 2005.

and, as described above, our customers are thoroughly confused and frustrated by our continued efforts. It is obvious that a significant percentage of our customers will simply not respond to our numerous notices and requests for additional acknowledgement. WOW! estimates that it will not receive the additional affirmative acknowledgment from approximately 10% of its pre-July 29, 2005 customers by September 28, 2005.

- **Subscribers Who Do Not Affirmatively Acknowledge—Operator Actions**

As we reported earlier, “soft” disconnection is not a feasible alternative for us, because of the significant delay that would occur between our receipt of an additional affirmative acknowledgment from soft disconnected customers, and our ability to reconnect full phone services to that customer. As such, it is WOW!’s intention to continue with periodic efforts to secure an additional affirmative acknowledgment from all customers.

If you have any questions with regard to this Report, please contact the undersigned at 269-567-4200. Thank you.

Very truly yours,

WOW! Internet, Cable and Phone

D. Craig Martin
General Counsel

cc: Byron McCoy, Telecommunications Consumers Division (by email)
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